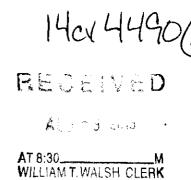
May 1, 2016

Peter Whitehead

11 Topaz Lane

Lakewood, N.J. 08701



#### To Who It May Concern:

I want Subaru to have knowledge that not only have I had problems with oil consumption but also had been back to the dealer because of "hard Start" they did nothing for me. I have had written correspondence with a Mr. John Mergen about this problem. Which was never fixed. Sorry to say we as a family will never own another Subaru (this being our first).

**Peter Whitehead** 

Case 1:14-cv-04490-JBS-KMW Document 106 Filed 08/09/16 Page 2 of 38 PageID: 1983 Rich's Automotive

620 Mantoloking Road, Brick, NJ 08723

Text: RICHSAUTO 411247, For Specials Phone: 732-477-1610 Fax: 732-477-6354 Invoice # 29803

Beth Whitehead

11 Topez Lane Lakewood NJ, 08701 2012 Subaru Impreza

Odometer In: 54325 License: 51NRHRT

VIN: JF1GPAC61CH243313

Sale

\$3.99

\$8.99

Extended

\$3.99

\$44.95

Quantity

1.00

5.00

#### INVOICE

#### lube oil and filter

Labor: \$8.50

replace 5qts std grade oil/filter,lube chassis check all fluids

Part Number Description of OIL FILTER Mobil 1 Synthetic 0W20

> Hrs: 0.10 Parts: \$48.94 **Sublet:**\$0.00

Tire Rotation Rotated tires will need rear brakes soon Labor: \$20.00 Parts: \$0.00 Hrs: 0.22

Technician(s): Kahl, Evan; Kahl, Cory

I consent to receiving text messages regarding your services, via automated technology, to the cell phone number you have on file. I acknowledge that I do not have to provide this consent to receive your services. Message and data rates may apply. Respond STOP to any message to cancel.

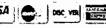
I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.



\$28.50 Labor Total: Parts Total: \$48.94 \$0.00 Sublet Total: \$4.45 Shop Sup.: \$2.00 HazMat:

Sub Total: \$83.89 Tax Total: \$5.88 Grand Total: \$89.77 **Balance Due:** \$89.77













Case 1:14-cv-04490-JB\$-KMW Document 106 Filed 08/09/16 Page 3 of 38 PageID: 1984 LESTER GLENN SUBARU 392 RT. 37 TOMS RIVER, NJ 08753 TOTALS - - - -11 09 2013 12:43:49 TOTAL LABOR.... 0000000002181073 Merchant ID: 37 West \*YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY. IF FOR \* TOTAL PARTS.... 46.40 03242874 \*ANY REASON YOU CANNOT ANSWER "10" WHICH MEANS "COMPLETELY \*
\*SATISFIED" ON ALL QUESTIONS, "PLEASE" CALL OUR SERVICE \* Terminal ID: IJ 08755 TOTAL SUBLET... 0.00 TOTAL G.O.G.... 4200 0.00 2296208648 \*DEPT. AS SOON AS POSSIBLE, YOUR SATISFACTION IS OUR #1 TOTAL MISC CHG. 0.00 enn.com \*CONCERN. TOTAL MISC DISC CREDIT CARD 0.00 TOTAL TAX..... 4.64 AMEX SALE \*FROM ALL OF US HERE AT LESTER GLENN, THANK YOU!!!!!! **TOTAL INVOICE \$** 70.99 XXXXXXXXXXXXIII. CARD # INVOICE 21799+ Batch #: 000673 994 CUSTOMER SIGNATURE 572533 Approval Code: Entry Method SHIL Mode: Online SALE AMOUNT \$70.99 PHORE CUSTOMER COPY TAG NO 431 MILLAGE 43,515 12/SUBARU/IMPREZA/5DR WGN 2.01 PREM J F 1 G P A C 6 1 C H 2 4 3 3 1 3 ICE SILV ME CH243313 COMMENTS SELLING DEALER NO. 61420 INVOICE DATE 11/09/13 11/09/13 DELIVERY DATE 08/25/12
PRODUCTION DATE MO: 43516

PAGE 2 OF 2

12:33pm

CUSTOMER COPY

[ END OF INVOICE ]

Text: RICHSAUTO 411247, For Specials

Phone: 732-477-1610 Fax: 732-477-6354



Estimate #: 50998

**Beth Whitehead** 

11 Topez Lane Lakewood NJ, 08701 2012 Subaru Impreza Premium

Odometer In: 104580

License: 51NRHRT

VIN: JF1GPAC61CH243313

Eng: 2L, H4 (122CI) VIN(A)

INVOICE

Lube, oil, and filter

Lubricate and check chassis. Change oil and oil filter. Check air filter and breather filter. Check all fluid levels and tire pressures. Preform basic safety inspection. Road test vehicle.

Part Number

Synthetic

of

Description

OIL FILTER

0W20

Parts: \$51,64

1.00 5.30

Quantity

Sale \$3.99 \$8.99 Extended \$3,99

\$47.65

Labor: \$8.50

**Hrs:** 0.09

**Sublet:**\$0.00

Keep In Mind

10/17/2015

Driver side rear wheel bearing

11/16/2015

Your front brakes are OK at this time, I recommend that we check them again within the next six

months

12/14/2015

m Lube, Oil & Hitter Law. Perform Lube, Oil & Filter Exchange on 12/14/2015 or 109600 Miles. 11/16/2015



Scan To Set Appointment

**Estimate** 

\$477

**Declined Work** 

10/17/2015 WHEEL BEARING - Remove & Replace - Rear, One Side - [Includes: Replace seals where applicable.]

Technician(s): Kahl, Corey

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Labor Total: \$8.50 Parts Total: \$51.64 Sublet Total: \$0.00 \$3.46 Shop Sup: HazMat: \$2.00

Sub Total: \$65.60 Tax Total: \$4.59 Grand Total: \$70.19 **Balance Due:** \$70.19











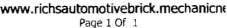
















620 Mantoloking Road, Brick, NJ 08723 Text: RICHSAUTO 411247, For Specials

Phone: 732-477-1610 Fax: 732-477-6354

08/19/2015 8:35:37 AM Invoice #

34349



Estimate #: 49886

#### **Beth Whitehead**

11 Topez Lane Lakewood NJ, 08701

#### 2012 Subaru Impreza Premium

Odometer In: 99713

License: 51NRHRT

VIN: JF1GPAC61CH243313

Eng: 2L, H4 (122CI) VIN(A)

#### INVOICE

#### lube oil and filter

replace 5qts std grade oil/filter,lube chassis check all fluids

Description Part Number of OIL FILTER 0W20 Synthetic

Labor: \$8.50 Hrs: 0.10 Parts: \$48.94 Quantity Sale Extended 1.00 \$3.99 \$3.99 5.00 \$8.99 \$44.95

**Sublet:**\$0.00



Technician(s): Kahl, Corey

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Labor Total:	<b>\$8.5</b> 0
Parts Total:	<b>\$48.94</b>
Sublet Total:	\$0.00
Shop Sup:	\$3.30
HazMat <sup>*</sup>	\$2.00

Sub Total:	\$62.74
Tax Total:	\$4.39
Grand Total:	\$67.13
Balance Due:	\$67.13











620 Mantoloking Road, Brick, NJ 08723 Text: RICHSAUTO 411247, For Specials Phone: 732-477-1610 Fax: 732-477-6354 10/23/2015 4:48:32 PM Invoice # 34950

Estimate #: 51154

Beth Whitehead

11 Topez Lane Lakewood NJ, 08701 2012 Subaru Impreza Premium

Odometer In: 105165

License: 51NRHRT

VIN: JF1GPAC61CH243313

Eng: 2L, H4 (122CI) VIN(A)

**INVOICE** 

Check/Whinning Noise

defective left rear wheel bearing complete w/hub. left rear inner brake pad (backing plate off brake pad came apart)

WHEEL BEARING - Remove & Replace - Rear, One Side - [Includes: Replace seals where applicable.]

replaced rear brake pads

removed brake rotors for resurfacing

Part Number Description

28473FJ020 WHEEL HUB - Normally Aspirated Rear Quantity Sale Extended 1.00 \$240.99 \$240,99

Labor: \$180.00 Hrs: 2.00 Parts: \$240.99 **Subjet:**\$0.00

Machine work

resurface rear brake rotors

Part Number Description

17D1114CH D/BRK PAD / Disc Brake Pad

Labor: \$32.00 Hrs: 0.20 Parts: \$113754

Quantity Sale Extended 1.00 \$113.54 \$113.54

Sublet: \$0.00

10 M TO

Keep In Mind

12/14/2015

Perform Lube, Oil & Filter Exchange on 12/14/2015 or 109600 Miles. Iter Excuency

12/14/2015

Scan To Set Appointment

Technician(s): Kahl, Corey

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Labor Total: \$212.00 Parts Total: \$354.53 Sublet Total: \$0.00 \$32.58 Shop Sup: \$2.00 HazMat:

Sub Total: \$601.11 Tax Total: \$42.08 Grand Total: \$643.19 **Balance Due:** \$643.19











SIGNATURE...... Date....... Date.......



620 Mantoloking Road, Brick, NJ 08723 Text: RICHSAUTO 411247, For Specials Phone: 732-477-1610 Fax: 732-477-6354 12/05/2015 8:25:16 AM

Invoice # 35292



Estimate #: 51881

#### **Beth Whitehead**

11 Topez Lane Lakewood NJ, 08701

#### 2012 Subaru Impreza Premium

Odometer In: 108875

License: 51NRHRT

VIN: JF1GPAC61CH243313

Eng: 2L, H4 (122CI) VIN(A)

#### INVOICE

#### lube oil and filter

6 quart oil/filter change, lube chassis check all fluids

Part Number Description 4321 OIL FILTER Synthetic 0W20

Labor: \$9.50

Hrs: 0.12 Parts: \$51.64 Quantity Sale 1.00 \$3.99

5.30 \$8.99 Extended \$3.99 \$47.65

**Sublet:**\$0.00

Keep In Mind

02/01/2016

Filter Exchange Perform Lube, Oil & Filter Exchange on 2/1/2016 or 113900 Miles. 02/01/2016



Scan To Set Appoint

Technician(s): Stacie Andree, tech

I consent to receiving text messages regarding your services, via automated technology, to the cell phone number you have on file. I acknowledge that I do not have to provide this consent to receive your services. Message and data rates may apply. Respond STOP to any message to cancel.

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Labor Total: \$9.50 Parts Total: \$51.64 \$0.00 Sublet Total: Shop Sup: \$3.52 HazMat: \$2.00

Sub Total: Tax Total: Grand Total:

Balance Due:

\$66.65 \$4.67 \$71.32 \$71.32









SIGNATURE...... Date....... Date......











www.richsautomotivebrick.mechanicne Page 1 Of 1





### **LESTER GLENN**

AUTO GROUP

SUBARU 1501 Route 37 West Toms River, NJ 08755 (732) 349-4200 www.lesterglenn.com

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Case 1:14-cv-04490-JB\$-KMW Document 106 Filed 08/09/16 Page 9 of 38 PageID: 1990

### **LESTER GLENN**

AUTO GROUP

SUBARU

1501 Route 37 West Toms River, NJ 08755 (732) 349-4200 www.lesterglenn.com

TOTAL LABOR.... 0.00 \*YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY. IF FOR TOTAL PARTS.... 0.00 \*ANY REASON YOU CANNOT ANSWER "10" WHICH MEANS "COMPLETELY \*
\*SATISFIED" ON ALL QUESTIONS, "PLEASE" CALL OUR SERVICE \* TOTAL SUBLET... 0.00 TOTAL G.O.G.... 0.00 \*DEPT. AS SOON AS POSSIBLE. YOUR SATISFACTION IS OUR #1 TOTAL MISC CHG. 0.00 \*CONCERN. TOTAL MISC DISC 0.00 TOTAL TAX..... 0.00 \*FROM ALL OF US HERE AT LESTER GLENN, THANK YOU!!!!!! **TOTAL INVOICE \$** 0.00

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CUSTOMER NUMBER	9995			
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YEAR / MAKE / MODEL	3,730			
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	08/25/12			
мо: 3750	PRODUCTION DATE			

CUSTOMER SIGNATURE

PAGE 2 OF 2

07:35am

CUSTOMER COPY

[ END OF INVOICE ]

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#### **SUBARU**

1501 Route 37 West Toms River, NJ 08755 (732) 349-4200 www.lesterglenn.com

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PETER J WHIT 11 TOPAZ LN LAKEWOOD, NJ 08						
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732-965-5168			TAG NO.			
KATHY OTTMER	4	175		434		
LABOR RATE LICENS	E NO.		10,206			
YEAR/MAKE/MODEL 12/SUBARU/IM	PREZA	/5DR	WGN		EM	
VEHICLE ID NO.						
JF1GPA	С 6.	T C	H Z 4	3 3 L	<u> </u>	
F. I. E. NO.			P. O. NO.			
ICE SILV MI	Ε	STOCK		243313		
COMMENTS						
DELIVERY MILES		SELLING	DEALER NO			
R.O. DATE		61420				
12/01/12				/01/12		
REPRINT NUMBER	08/25/12					
MO: 10206		PRODUC	CTION DATE			
4						

JOB# 1 CHARGES			
CHANGE SERVICE LESTER GLENN FREE FOR LI GLENN CUSTOMERS TO ONE F SIX MONTHS OR 7500 MILES	TECH(S):128 FREE LIFETIME LUBE OIL AND FIL FE OIL CHANGE POLICY ENTITLES FREE LUBE OIL AND FILTER CHANGE G, AS LONG AS THEY OWN THE VEHI THE LUBE OIL AND FILTER CHANGE P	TER Lester Every Cle!!!	INTÉRNAL
PARTSQTY FP-NUMBER	NEW 2.0L PKG OIL FILTER C GASKET SYNTHETIC OW WASHER FLUID	TOTAL - PARTS	INTERNAL INTERNAL INTERNAL INTERNAL INTERNAL 0.00
J08# 2 CHARGES	JOB# 1 JOURNAL PREFIX SUCS	JOB# 1 TOTAL	0.00
I AROP			
J# 2 46SUZ04 ROTATE TIRES CUSTOMER REQUESTS TIRE R	TECH(S):128		19.95
JOB# 2 TOTALS		LABOR	19.95
			-5.50
JOB# 3 CHARGES	JUB# 2 JUURNAL PREFIX SULS	JUB# 2 IUIAL	19.95
LABOR	TECH(S):128		INTERÑ <b>ál</b>
JOB# 3 TOTALS			
JOB# 4 CHARGES	JOB# 3 JOURNAL PREFIX SUCS	JOB# 3 TOTAL	0.00
JOB# 4 CHARGES			
LABOR- J# 4+00SUCONERN NO OTHER CONCERN CUSTOMER HAS NO OTHER CONCERN CUSTOMER HAS NO OTHER CONCUSTOMER HAS NO OTHER CONC	TECH(S):128 NCERNS NCERNS		INTERNAL:
JOB# 4 TOTALS			
	JOB# 4 JOURNAL PREFIX SUCS	JOB# 4 TOTAL	0.00

SERVICE INVOICE Case 1:14-cv-04490-JBS-KMW Document 106 Filed 08/09/16 Page 12 of 38 PageID: 1993



#### SUBARU

1501 Route 37 West Toms River, NJ 08755 (732) 349-4200 www.lesterglenn.com

INVOICE NUMBER						
SUCS	5208699					
CUSTOMER NUMBER						
	99995					
PETER J WHITEHE	AD					
11 TOPAZ LN						
LAKEWOOD, NJ 08701	-7391					
NONE						
	BUSINESS PHONE					
732-965-5168	TAG NO.					
KATHY OTTMER	475 434					
LABOR RATE LICENSE NO	MILEAGE					
	10,206					
YEAR / MAKE / MODEL	/5 2 0					
12/SUBARU/IMPRE2	A/5DR WGN 2.01 PREM					
J F 1 G P A C 6	5 1 C H 2 4 3 3 1 3					
F. T. E. NO.	P. O. NO.					
COLOR						
ICE SILV ME	CH243313					
COMMENTS	C112+3313					
DELIVERY MILES	SELLING DEALER NO.					
B.O. DATE	MVOICE DATE					
12/01/12	12/01/12					
REPRINT NUMBER	DELIVERY DATE					
	08/25/12					
NO. 10306	PRODUCTION DATE					
MO: 10206						

** TROP ALL OF US HERE AT LESTER GLEIN, HANK TOUTTE:::	*	TOTAL INVOICE \$	21.35
*FROM ALL OF US HERE AT LESTER GLENN, THANK YOU!!!!!!	*	TOTAL TRACTION	1.40
*	*	TOTAL TAX	1.40
*CONCERN.	*	TOTAL MISC DISC	0.00
*DEPT. AS SOON AS POSSIBLE. YOUR SATISFACTION IS OUR #1	*	TOTAL MISC CHG.	0.00
*SATISFIED" ON ALL QUESTIONS, "PLEASE" CALL OUR SERVICE	*	TOTAL G.O.G	
*ANY REASON YOU CANNOT ANSWER "10" WHICH MEANS "COMPLETELY	*	TOTAL SUBLET	
100 PRI NECETTE A COSTONER SALISIACITOR SORVEY. 1: TOR	*	TOTAL PARTS	
********IMPORTANT***********IMPORTANT*****		TOTAL LABOR	19.95
TOTALS			
00SUZTU15 AIR FILTER REPL			
DELETED OPERATION(S)	<i>.</i>		
WAIT			
COMMENTS			

CUSTOMER SIGNATURE



**SUBARU** 

1501 Route 37 West Toms River, NJ 08755 (732) 349-4200 www.lesterglenn.com

	5210844
CUSTOMER NUMBER	99995
PETER J WHITEHE	AD
LAKEWOOD, NJ 08701	-7391
	USBN SSPECIA
732-965-5168	I M: HO
JOHN MCFALL	139   433
	17,643
	A/5DR WGN 2.01 PREM
JF1GPAC6	1 С Н 2 4 3 3 1 3
É LE, NO	V 17 110
ICE SILV ME	CH243313
COMMENTS	
DELIVERY MILES	SELLING DEALER NO.
B. C. DATE	61420
02/07/13	02/07/13
	08/25/12
MO: 17644	PRODUCTIONS
3 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	

NO

114

JOB# 1 CHARGES			
CHANGE SERVICE LESTER GLENN FREE FOR LIFE GLENN CUSTOMERS TO ONE FREE SIX MONTHS OR 7500 MILES.	TECH(S):116 EE LIFETIME LUBE OIL AND FIL OIL CHANGE POLICY ENTITLES E LUBE OIL AND FILTER CHANGE AS LONG AS THEY OWN THE VEHI LUBE OIL AND FILTER CHANGE F	5 LTER LESTER E EVERY ICLE!!!	INTERNAL
PARTSQTYFP-NUMBER	DESCRIPTION	UNIT PRICE-	INTERNAL INTERNAL INTERNAL INTERNAL
2 W/F	WASHER FLUID	TOTAL - PARTS	INTERNAL 0.00
JOB# 1 TOTALS		,	
JOB# 2 CHARGES	JOB# 1 JOURNAL PREFIX SUCS	JOB# 1 TOTAL	0.00
LABOR	TECH(S):116 19.00 PLUS LABOR \$89.95	 j	89.95
PARTSQTYFP-NUMBER 1 E3610FJ660	DESCRIPTIONSIDE WINDOW	UNIT PRICE- 119.95 TOTAL - PARTS	119.95 119.95
MISCCODEDESCRIPTION MAZCPN MA COUPON		TOTAL - MISC	-31.34 -31.34
JOB# 2 TOTALS		LABOR PARTS MISC	89.95 119.95 -31.34
JOB# 3 CHARGES	JOB# 2 JOURNAL PREFIX SUCS	JOB# 2 TOTAL	178.56
LABOR	TECH(S):116		40.00
PARTSQTYFP-NUMBER 1 72880FG000	DESCRIPTIONFILTER	UNIT PRICE- 39.95	39.95

[CONTINUED ON NEXT PAGE]

# LESTER GERGUP Document 106 Filed 08/09/16 Page 14 of 38 PageID: 1995

**SUBARU** 

1501 Route 37 West Toms River, NJ 08755 (732) 349-4200 www.lesterglenn.com

RC

\*\*\*\*\*\*\*\*\*\*IMPORTANT\*\*\*\*\*\*\*\*\*\*\*\*IMPORTANT\*\*\*\*\*\*\* TOTAL LABOR.... 129.95 \*YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY. IF FOR TOTAL PARTS.... 159,90 \*ANY REASON YOU CANNOT ANSWER "10" WHICH MEANS "COMPLETELY \*
\*SATISFIED" ON ALL QUESTIONS, "PLEASE" CALL OUR SERVICE \*
\*DEPT. AS SOON AS POSSIBLE. YOUR SATISFACTION IS OUR #1 \* TOTAL SUBLET... 0.00 TOTAL G.O.G.... 0.00 TOTAL MISC CHG. 0.00 TOTAL MISC DISC \*CONCERN. -41.34 TOTAL TAX..... 17.40 \*FROM ALL OF US HERE AT LESTER GLENN, THANK YOU!!!!!! **TOTAL INVOICE \$** 265.91

SUCS210844  CUSTOMER NUMBER  199995  PETER J WHITEHEAD 11 TOPAZ LN LAKEWOOD, NJ 08701-7391  NONE THESIN RCL PHONE 732-965-5168 ADMISION JOHN MCFALL 139 LAGOR DAG LIGENSE NO.  17,643				
PETER J WHITEHEAD 11 TOPAZ LN LAKEWOOD, NJ 08701-7391  NONE THÉSIDE DEL PICONE 732-965-5168  ALMEROIR JOHN MCFALL 139  LABOR DATE LUGENSE PRO MILLAGE				
PETER J WHITEHEAD 11 TOPAZ LN LAKEWOOD, NJ 08701-7391  NONE THESIDERCL PRONE 732-965-5168 ADMINISTRATE JOHN MCFALL 139 AGGREGA MILLAGOR MALLAGOR MILLAGOR MI				
11 TOPAZ LN LAKEWOOD, NJ 08701-7391  NONE THESIDE BCL. PROBLE 732-965-5168 ADMISTOR JOHN MCFALL 139 LABOR DATE LUGENSE BC. MILLAGE MIL				
NONE THE SIDE RCT. PRICEE T32-965-5168 ADMISTRE JUSTINESS PHONE T3433 LABOR DATE LUGENSE RC. MILLAGE M				
NONE TRESIDE RCL PHONE 732-965-5168 ADMSOR JOHN MCFALL 139 LABOR DATE LIGENSE RC. MILLAGE MILL				
THESIDE BOLL PROBE   TOUSINESS PHONE				
THESIDE BOLL PROBE   TOUSINESS PHONE				
JOHN MCFALL 139 1433				
JOHN MCFALL 139 433				
1 11.073				
YEAR / MAKE / MODEL				
12/SUBARU/IMPREZA/5DR WGN 2.01 PREM				
J F 1 G P A C 6 1 C H 2 4 3 3 1 3				
TET NO				
CH243313				
COMMENTS CHZ43313				
DELIVERY MILES SELLING DEALER NO. 61420				
R. O. DATE INVOICE DATE				
02/07/13 02/07/13 REPRINT NUMBER DELIVERY DATE				
08/25/12				
MO: 17644				
, INV 11 UTT				

CUSTOMER SIGNATURE

### Case 1:14-cv-04490-3BS-KMW

SUBARU 1501 Route 37 West Toms River, NJ 08755 (732) 349-4200 www.lesterglenn.com

	INVOICE FIDERITE						
	SUCS210844						
	19995						
	PETER J WHITEHEAD						
	11 TOPAZ LN LAKEWOOD, NJ 08701-7391						
	EAREWOOD, NO 00/01-/331						
	NONE						
	THE STREET, PRINTING BUSINESS PROME						
	732-965-5168						
	JOHN MCFALL 139 433						
	17,643						
	12/SUBARU/IMPREZA/5DR WGN 2.01 PREM						
	J F 1 G P A C 6 1 C H 2 4 3 3 1 3						
	TELEPACOTCH 2 4 3 3 1 3						
1	GOLGE TOTAL HO						
2	ICE SILV ME CH243313						
ä	COMMENTS						
g	DELIVERY MILES SELLING DEALER NO.						
ä	8.0. DATE INVOICE DATE						
8	02/07/13 02/07/13						
F 7	08/25/12						
4	HAPPEN OFFICE AND ALL						
18.	MO: 17644						
i.							
8	)						

Document 106 Filed 08/09/10	6 Page 15 of 38 PageID:	1996 TOTAL - PARTS	39.95
MISCCODEDESCRIPTION			
MAZCPN MA COUPON	••••		-10.00
		TOTAL - MISC	-10.00
JOB# 3 TOTALS	•••••	LADOD	40.00
		LABOR PARTS	39.95
		MISC	-10.00
JOB# 4 CHARGES	JOB# 3 JOURNAL PREFIX SUCS	JOB# 3 TOTAL	69.95
LABOR	TECH(S):116		INTERNAL
MULTI POINT INSPECTION PERFORM MULTI POINT INSI PERFORMED MULTI POINT I	PECTION		
JOB# 4 TOTALS			
JOB# 5 CHARGES·····	JOB# 4 JOURNAL PREFIX SUCS	JOB# 4 TOTAL	0.00
LABOR	W TECU/C).116		INTERNAL
J# 5 00SUCONERN NO OTHER CONCERN CUSTOMER HAS NO OTHER CO CUSTOMER HAS NO OTHER CO CUSTOMER HAS NO OTHER CO	ONCERNS		THICKNE
JOB# 5 TOTALS	•••••		
JOB# 6 CHARGES	JOB# 5 JOURNAL PREFIX SUCS	JOB# 5 TOTAL	0.00
,			
LABOR	TECH(\$).116		THTEDNAL
CUSTOMER DECLINED REPAIR CUSTOMER DECLINE REPAIRS CUSTOMER DECLINED REPAIR 15K	RS AT THIS TIME S AT THIS TIME		INTERME
JOB# 6 TOTALS			
	JOB# 6 JOURNAL PREFIX SUCS	JOB# 6 TOTAL	0.00
COMMENTSWAITER			
RECOMMENDATIONS······ 15K TIRE ROTATION		• • • • • • • • • • • • • • • • • • • •	
TINE ROTATION			

### **LLS Cast**:166-0400 RS-KMW Document 106 Filed 08/09/16 Page 16 of 38 PageID: 1997

#### AUTO GROUP

SUBARU

1501 Route 37 West Toms River, NJ 08755 (732) 349-4200 www.lesterglenn.com

SUCS219691

199995

PETER J WHITEHEAD 11 TOPAZ LN LAKEWOOD, NJ 08701-7391

NONE

(04/12)

etre malacen

732-965-5168

Deposit SAR Committee Contraction and

ZINA APPROVATO 236

404

49,508

12/SUBARU/IMPREZA/5DR WGN 2.01 PREM

J F 1 G P A C 6 1 C H 2 4 3 3 1 3

Contraction of the Contraction

ICE SILV ME

CH243313

21

61420

01/18/14

01/18/14

08/25/12

MO: 49508

\*YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY. IF FOR \*
\*ANY REASON YOU CANNOT ANSWER "10" WHICH MEANS "COMPLETELY \*
\*SATISFIED" ON ALL QUESTIONS, "PLEASE" CALL OUR SERVICE \*
\*DEPT. AS SOON AS POSSIBLE. YOUR SATISFACTION IS OUR #1 \*
\*CONCERN. \*

\*FROM ALL OF US HERE AT LESTER GLENN, THANK YOU!!!!!!

 TOTAL LABOR...
 0.00

 TOTAL PARTS...
 26.95

 TOTAL SUBLET...
 0.00

 TOTAL G.O.G...
 0.00

 TOTAL MISC CHG.
 0.00

 TOTAL MISC DISC
 0.00

 TOTAL TAX....
 1.89

**TOTAL INVOICE \$** 

28.84

CUSTOMER SIGNATURE

FEND OF INVOICE ]

#### Case 1:14-cv-04490-JBS-KMW Document 106 Filed 08/09/16 Page 17 of 38 PageID: 1998



#### SUBARU

John Route 37 West Toms River, NJ 08755 (732) 349-4200 www.lesterglenn.com

SUCS	219691
	99995
PETER J WHITEHE 11 TOPAZ LN LAKEWOOD, NJ 08701	
NONE	
732-965-5168 ZINA APPROVATO	236 404
12/SUBARU/IMPREZ	49,508 A/5DR WGN 2.01 PREM
JF1GPAC6	1 С Н 2 4 3 3 1 3
ICE SILV ME	СН243313
752.0.0.00 <b>21</b>	61420
01/18/14 (Person of States)	01/18/14
мо: 49508	ter in a call of

JOB# 1	CHARG	ES		<i></i>					· · · · · · · ·	· · · · · · · · · · · ·	•••••
LABOR J# 1 11	LSUZ	CHECK I	ENGINE MINOR FOR OIL CONSUMTION OF CONSUMPTION FEST E PCV				TECH(	S):862	•••••		WARRANTY
		1	NUMBER	VAI	LVE	COMPL			TOTAL	T PRICE- - PARTS	WARRANTY 0.00
JOB# 1	TOTAL	S			•				• • • • • •		
J0B# 2	CHARG	ES	• • • • • • • • • • • • • • • • • • • •	J0B#		JOURNAL	PREFI)	SUCS	J0B#	1 TOTAL	0.00
	SUZZFR	EELOF CUSTOME CHANGE LESTER GLENN ( SIX MON TECHNIO	FREELOF ER STATES PERFORM F SERVICE GLENN FREE FOR LIF CUSTOMERS TO ONE FR ITHS OR 7500 MILES, ZIAN PERFORMED FREE GLENN FREE-FOR-LIF	REE LI REE LUE AS LO	CH. BE ONG	TIME LUE ANGE POI OIL AND AS THEY L AND FI	TECH( BE OIL A ICY ENT FILTER OWN TH	S):862 ND FIL ITLES CHANGE E VEHIO	TER LESTER EVERY CLE!!!	· · ·	INTERNAL
PARTS	QТ	1 1 1 6	NUMBER····· PKFFL11 803916010 15208AA15A 0W-20 SYNTHETIC OIL W/F	NEV GAS OIL SO/	N 2 SKE L F A42	OI DKG		•••••		T PRICE-	INTERNAL INTERNAL INTERNAL INTERNAL INTERNAL 0.00
JOB# 2	TOTAL	S				<b></b>					
JOB# 3	CHARG	ES		JOB#	2	JOURNAL	PREFIX	SUCS	JOB#	2 TOTAL	0.00
LABOR J# 3+00	SUZTU1	 5	AIR FILTER REPL				TECH(	s):862		••••	INTERNAL
PARTS	QT	YFP- 1	NUMBER · · · · · · · · · · · · · · · · · · ·	DES	SCR MEI	IPTION NT AIR				T PRICE- 26.95 - PARTS	26.95 26.95
J0B# 3	TOTAL	Ş						•••••	PARTS		26.95
				JOB#	3	JOURNAL	PREFIX	SUCS	JOB#	3 TOTAL	26.95
COMMENT: WAIT	S										

### **LESTER GLENN**

AULA GROUP

#### **SUBARU**

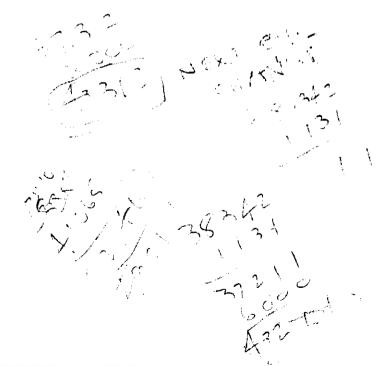
1501 Route 37 West Toms River, NJ 08755 (732) 349-4200 www.lesterglenn.com

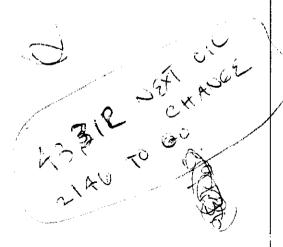
1

INVOICE NUMBER SUCS216584 CUSTOMER NUMBER 199995 PETER J WHITEHEAD 11 TOPAZ LN LAKEWOOD, NJ 08701-7391 NONE RESIDENCE PHONE 732-965-5168 TAG NO KATHY OTTMER LABOR BALL MILEAGE 38,342 12/SUBARU/IMPREZA/5DR WGN 2.01 PREM J F 1 G P A C 6 1 C H 2 4 3 3 1 3 F. T. E. NO ICE SILV ME CH243313 COMMENTS DELIVERY MILTS SELLING DEALER NO. 61420 HIVOICE DATE 09/17/13 REPHINI HUMBER DILLIVERY DATE 08/25/12 PRODUCTION DATE MO: 38342 1300 39542

JOB# 1 CHARGES		• • • • • • • • • • • • • • • • • • • •	
LABOR  J# 1 11SUZ  ENGINE MINOR  CHECK OIL LEVEL FOR CONSUMPTION TEST  CHECK FOR CONSUMPTION NO OIL USED IN 1131 MIL  NO OIL USED NO OIL ADDED ASK CUSTOMER TO RETU	.ES		INTERNAL
JOB# 1 TOTALS			
JOB# 1 JOURNAL PRE	FIX SUCS	JOB# 1 TOTAL	0.00
TOTALS			
**************************************	*	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX  DTAL INVOICE \$	0.00 0.00 0.00

CUSTOMER SIGNATURE





PAGE 1 OF 1

08:04am

**CUSTOMER COPY** 

[ END OF INVOICE ]

SERVICE INVOICE



#### SUBARU

1501 Route 37 West Toms River, NJ 08755 (732) 349-4200 www.lesterglenn.com

Innoted Market		
INVOICE NUMBER SUCS	2169	97
CUSTOMER NUMBER	9995	<b>\</b>
	J.J.J.	
PETER J WHITEHEA	AD.	
11 TOPAZ LN   LAKEWOOD, NJ 08701-	7391	
LAKEWOOD, NO OUTOI	, ,,,,	
NONE		A
732-965-5168	JSINESS PI	NOVE:
ADVISOR	475	IAG NO.
LABOR RATE LICENSE NO.	475	3595
YEAR / MAKE / MODEL	———	39,436
12/SUBARU/IMPREZA	4/5DR	WGN 2.01 PREM
J F 1 G P A C 6	1 C	H 2 4 3 3 1 3
F. T. E. NO.		I O NO
COLOR	STOCK	
ICE SILV ME		сн243313
OFLIVERY MILES 21	SELLING	61420
R. O. DATE	INVOICE	DATE
10/01/13 REPRINT NUMBER	DELIVE	10/01/13 RY DATE
	B DODY !	08/25/12 CTION DATE
MO: 39436	PRODU	CHON DATE
1500		
40636		
, 7		

	JOB# 1 CHARGES	
	LABOR	INTERNAL
	JOB# 1 TOTALS	L TOTAL 0.00
_	TOTALS	
	*YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY. IF FOR * TOTAL PAR **ANY REASON YOU CANNOT ANSWER "10" WHICH MEANS "COMPLETELY * TOTAL SUB **SATISFIED" ON ALL QUESTIONS, "PLEASE" CALL OUR SERVICE * TOTAL G.C *DEPT. AS SOON AS POSSIBLE. YOUR SATISFACTION IS OUR #1 * TOTAL MIS	SC DISC 0.00
	* TOTAL IN	IVOICE\$ 0.00

CUSTOMER SIGNATURE

SERVICE INVOICE Case 1:14-cv-04490-JBS-KMW Document 106 Filed 08/09/16 Page 20 of 38 PageID: 2001



#### **SUBARU**

1501 Route 37 West Toms River, NJ 08755 (732) 349-4200 www.lesterglenn.com

INVOICE NUMBER	217280					
SUCS217289						
19	199995					
PETER J WHITEHEA 11 TOPAZ LN LAKEWOOD, NJ 08701-						
NONE RESIDENCE PHONE (80)	SPIESS PHOM					
732-965-5168	TAG NO.					
KATHY OTTMER	475 3258					
LABOR RATE LIGENSE NO.	40,515					
YEAR/MAKE/MODEL 12/SURARII/TMPREZA	/5DR WGN 2.0I PREM					
VEHICLE ID NO.						
J F I G P A C b	1 C H 2 4 3 3 1 3					
COLOR	Legence					
ICE SILV ME	CH243313					
COMMENTS						
DELIVERY MILES	SELLING DEALER NO.					
21 R.O DATE	61420					
10/12/13	10/12/13					
REPRINT NUMBER	08/25/12					
MO: 40515	PRODUCTION DAYF					
The second secon						

JOB# 1 CHARGES		
LABOR	TECH(S):862	INTERNAL
PARTSQTYFP-NUMBER	UNIT PRICE-	INTERNAL
SIMPLETTO OLL	TOTAL - PARTS	0.00
JOB# 1 TOTALS	_	
JOB# 1 JOURNAL PI	REFIX SUCS JOB# 1 TOTAL	0.00
TOTALS		
**************************************	* TOTAL PARTS	0.00 0.00 0.00 0.00 0.00 0.00

CUSTOMER SIGNATURE

620 Mantoloking Road, Brick, NJ 08723 Text: RICHSAUTO 411247, For Specials Phone: 732-477-1610 Fax: 732-477-6354 04/18/2014 Invoice #

Invoice # 30021

**Beth Whitehead** 

11 Topez Lane Lakewood NJ, 08701 2011 Honda Element

Odometer In: 56470

License: IM87VT VIN: 5J6YH2H7XLBL00229

#### **INVOICE**

#### lube oil and filter

replace 5qts std grade oil/filter,lube chassis check all fluids

 Part Number
 Description
 Quantity
 Sale
 Extended

 of
 OIL FILTER
 1.00
 \$3.99
 \$3.99

 Mobil 1Synth
 5W20
 5.00
 \$8.99
 \$44.95

Labor: \$8.50 Hrs: 0.10 Parts: \$48.94 Sublet: \$0.00

#### TIRE PRESSURE SENSOR - Remove & Replace - One - [Includes: Perform Relearn Procedure.]

Driver/side front tire pressure sensor

Tire Rotated

 Part Number
 Description
 Quantity
 Sale
 Extended

 TPM106A
 Sensor TPM / Tire Press Sensors/Parts
 1.00
 \$58.06
 \$58.06

Labor: \$90.00 Hrs: 1.00 Parts: \$58.06 Sublet: \$0.00

Check over

Remove, and replace air filter

Part Number Description Quantity Sale Extended CA10359 Panel Air Filter Air Filter 1.00 \$23.28 \$23.28

Labor: \$0.00 Hrs: 0.00 Parts: \$23.28 Sublet: \$0.00

Technician(s): Kahl, Cory

I consent to receiving text messages regarding your services, via automated technology, to the cell phone number you have on file. I acknowledge that I do not have to provide this consent to receive your services. Message and data rates may apply. Respond STOP to any message to cancel.

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.



 Sub Total:
 \$243.93

 Tax Total:
 \$17.08

 Grand Total:
 \$261.01

 Balance Due:
 \$261.01













620 Mantoloking Road, Brick, NJ 08723 Text: RICHSAUTO 411247, For Specials Phone: 732-477-1610 Fax: 732-477-6354 07/19/2014 Invoice # 30902

Beth Whitehead

2012 Subaru Impreza

11 Topez Lane Lakewood NJ, 08701 Odometer In: 66035

License: 51NRHRT

1140

VIN: JF1GPAC61CH243313

INVOICE

CABIN AIR FILTER/Air Filter - Remove & Replace - All Applicable Models

Part Number	<u>Description</u>	Quantity	<u>Sale</u>	Extended
CA9997	Panel Air Filter / Air Filter	1.00	\$14.82	\$14.82
800122P	CABIN AIR FILTER / Cabin Air Filter	1.00	\$27.58	\$27.58

Labor: \$22.50 Hrs: 0.25 Parts: \$42.40 Subjet: \$0.00

Wipers

remove, and replace wipers frnt/back

Part Number	Description	Quantity	Sale	Extended
8-212B	WIPER ACD / Wiper Blade	1.00	\$17.06	\$17.06
8-9926	BLADE ACD / Wiper Blade	1.00	\$24.92	\$24.92
8 <b>-9916</b>	BLADE ACD / Wiper Blade	1.00	\$24.92	\$24.92

**Labor:** \$0.00 Hrs: 0.00 Parts: \$66.90 Subjet: \$0.00

lube oil and filter

replace 5qts std grade oil/filter,lube

chassis check all fluids

Part Number	Description.			Quantity	Sale	Extended
of	CIL FILTER	3		1.00	<b>\$3.99</b>	\$3.99
Mobil 1/Synth	etić 0W20			5.00 🖦	\$8.99	\$44.95

Labor: \$8.50 Hrs; 0.10 Parts: \$48.94 Sublet: \$0.00

**Tire Rotation** 

Rotated tires

Labor: \$20.00 Hrs: 0.22 Parts: \$0.00 Sublet: \$0.00

Technician(s): Kahl, Cory

I consent to receiving text messages regarding your services, via automated technology, to the cell phone number you have on file. I acknowledge that I do not have to provide this consent to receive your services. Message and data rates may apply. Respond STOP to any message to cancel.

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.



Labor Total:	\$51.00
Parts Total:	\$158.24
Sublet Total:	\$0.00
Shop Sup:	\$12.03
HazMat:	\$2.00

Sub Total:	<b>\$223.27</b>
Tax Total:	\$15.63
Grand Total:	\$238.90
Ralance Due:	\$238 QA

~~/



620 Mantoloking Road, Brick, NJ 08723 Text: RICHSAUTO 411247, For Specials Phone: 732-477-1610 Fax: 732-477-6354 11/08/2014 Invoice # 31902

Beth Whitehead

11 Topez Lane Lakewood NJ, 08701 2012 Subaru Impreza

Odometer In: 76374

License: 51NRHRT

VIN: JF1GPAC61CH243313

Sale

\$3.99

\$8.99

Extended

\$3.99

\$58.44

#### INVOICE

#### lube oil and filter

5 quart oil/filter change, lube chassis check all fluids

Part Number

Description

4321 semi synth OIL FILTER **ENGINE OIL Ow 20 Synthetic** 

Labor: \$8.50

Technician(s): Kahl, Evan

cannot exceed the original cost of repair.

Hrs: 0.12 Parts: \$62.43

Sublet: \$0.00

Quantity

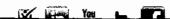
1.00

6.50

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Labor Total: \$8.50 \$62.43 Parts Total: Sublet Total: \$0.00 Shop Sup: \$4.08 HazMat: \$2.00

Sub Total: \$77.01 Tax Total: \$5.40 Grand Total: \$82.41 **Balance Due:** \$82.41



620 Mantoloking Road, Brick, NJ 08723 Text: RICHSAUTO 411247, For Specials Phone: 732-477-1610 Fax: 732-477-6354

01/10/2015 Invoice # 32413

**Beth Whitehead** 

11 Topez Lane Lakewood NJ, 08701 2012 Subaru Impreza

Odometer In: 80920

License: 51NRHRT VIN: JF1GPAC61CH243313

INVOICE

lube oil and filter

replace 5qts std grade oil/filter,lube chassis check all fluids

Part Number of

Description OIL FILTER

Sale \$3.99 \$8.**9**9

Extended \$3.99

Synthetic

0W20

5.00

Quantity

1.00

\$44.95

Labor: \$8.50

Parts: \$48.94

**Sublet:**\$0.00

PARK/TURN SIGNAL LAMP BULB - Remove & Replace - Front, Both

Part Number 194

Description

Bulbs/Marker

Quantity 2.00

Sale \$3.78

Extended \$7.56

Labor: \$54.00

Hrs: 0.60

**Hrs:** 0.10

**Parts:** \$7.56

**Sublet:**\$0.00

west me

Technician(s): Kahl, Evan

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Labor Total:

\$62.50 \$56.50

Parts Total: Sublet Total: Shop Sup:

\$0.00 \$6.84

HazMat:

\$2.00

Sub Total:

Tax Total: Grand Total: \$127.84 \$8.95 \$136.79

**Balance Due:** 

\$136.79







Malalli







620 Mantoloking Road, Brick, NJ 08723 Text: RICHSAUTO 411247, For Specials Phone: 732-477-1610 Fax: 732-477-6354 04/25/201 Invoice # 33313

Beth Whitehead

11 Topez Lane Lakewood NJ, 08701 2012 Subaru Impreza

Odometer In: 89399

License: 51NRHRT

VIN: JF1GPAC61CH243313

Eng: 2L, H4 (122CI) VIN(A)

INVOICE

**HEADLAMP BULB - Remove & Replace - w/Halogen Lamps, Both** 

(Both front low beam bulbs)

Part Number

Description

H11 H11 BULB

Labor: \$27.00

Hrs: 0.30

Parts: \$33.96

Sale Extend \$16.98 \$33.

Sublet:\$0.00

lube oil and filter

replace 5qts std grade oil/filter,lube

chassis check all fluids

Labor: \$8.50

Part Number

Synthetic

of

Description

OIL FILTER

0W20

**Hrs:** 0.10

Parts: \$48.94

5.00

Quantity

Quantity

1.00

2.00

\$3.99 \$8.99

Sale

\$3.9 \$44.9

Extende

Subjet:\$0.00

**Declined Work** 

03/20/2015 WHEEL NUT / Wheel Lug Nut

Technician(s): Kahl, Cory

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**Estimate** 

\$31

\$35,50

\$82.90

\$0.00

\$6.81

\$2.00

\$127.21

\$136.11

\$136.11

\$8.90

Labor Total: Parts Total:

Sublet Total:

Shop Sup: HazMat:

Sub Total: Tax Total: Grand Total:

**Balance Due:** 

DEC VER

620 Mantoloking Road, Brick, NJ 08723 Text: RICHSAUTO 411247, For Specials Phone: 732-477-1610 Fax: 732-477-6354 Invoice # 35751

Estimate #: 52771

**Beth Whitehead** 

11 Topez Lane Lakewood NJ, 08701 Cellular 908-596-1819 2012 Subaru Impreza Premium

Odometer In: 114238

License: 51NRHRT

VIN: JF1GPAC61CH243313

Eng: 2L, H4 (122CI) VIN(A)

#### INVOICE

#### lube oil and filter

replace 5qts std grade oil/filter,lube chassis check all fluids

Part Number 78799-891 Synthetic

Description OIL FILTER OW20

Labor: \$8.50

Hrs: 0.10 Parts: \$51.64 Quantity 1.00 5.30

Sale Extended \$3.99 \$3.99 \$8,99 \$47.65

**Sublet:**\$0.00

#### **Keep In Mind**

01/30/2016 01/30/2016 Your tires are showing exessive wear indicating your vehicle is due for a wheel alignment.

المراجع المارس

During our inspection we noticed your reas struts are worn. Some of the larger components of a car's suspension system are the struts; these support the chassis while absorbing both horizontal and vertical shock. Symptoms of a worn rear-strut include abnormal rear-tire wear, abnormal vibration from the rear, rear "clunking" noises, excessive bouncing over bumps and oil leakage.

03/28/2016 Perform Lube, Oil & Filter Exchange on 3/28/2016 or 119200 Miles ~03/28/2016



Scan To Set Appointment

Technician(s): Kahl, Evan

I consent to receiving text messages regarding your services, via automated technology, to the cell phone number you have on file. I acknowledge that I do not have to provide this consent to receive your services. Message and data rates may apply. Respond STOP to any message to cancel.

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Labor Total: \$8.50 Parts Total: \$51.64 Sublet Total: \$0.00 \$3.46 Shop Sup: HazMat: \$2.00

Sub Total: Tax Total: Grand Total:

**Balance Due:** 

SIGNATURE...... Date...... Date.......

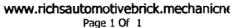
















\$65.60

\$70.19

\$70.19

\$4.59

620 Mantoloking Road, Brick, NJ 08723 Text: RICHSAUTO 411247, For Specials

Phone: 732-477-1610 Fax: 732-477-6354

04/02/2016 8:47:41 AM

Invoice # 36247



Estimate #: 53430

**Beth Whitehead** 2012 Subaru Impreza Premium

Odometer In: 119094

License: 51NRHRT

Sublet: \$0.00

VIN: JF1GPAC61CH243313

Eng: 2L, H4 (122CI) VIN(A)

INVOICE

Synthetic

11 Topez Lane

Lakewood NJ, 08701 Cellular 908-596-1819

lube oil and filter

replace 5qts std grade oil/filter,lube chassis check all fluids

Part Number Description 78799-891 OIL FILTER

0W20

Parts: \$48.94 Labor: \$8.50 **Hrs:** 0.10

Quantity Sale Extended 1.00 \$3.99 \$3.99

5.00 \$8.99 \$44.95

05/02/2016

Scan To Set Appointment

Keep In Mind

04,02,2016

05/02/2016

01/30/2016 Your tires are showing exessive wear indicating your vehicle is due for a wheel alignment. 01/30/2016 During our inspection we noticed your rear struts are works seeme of the largest components of a car's suspension system are the struts; the support the chassis while absorbing both horizontal

and vertical shock. Symptoms of a word rear-strut include appormal rear-tire wear, abnormal vibration from the rear, rear "clunking" noises, excessive bouncing over burnes and oil leakage. Our inspection showed your air cleaner is ...... We recommend you have us change your filter as

soon as possible. Your vehicle manufacturer recommends replacing the Air Cleaner Filter/Element every 30,000 miles or every other year depending on your driving conditions. A dirty Air Cleaner Filter may cause engine performance concerns such as lower power, poor fuel economy or a

rough running engine.

Our inspection showed your cabin air cleaner is dirty. We recommend you have us change your 04/02/2016 cabin filter as soon as possible. Keeping the air clean has as many benefits in your car or truck as

it does in your home and workplace. Most late model cars and trucks have a cabin air filter. These also help preserve the heater and air conditioner by keeping out dust and debris.

Your front brakes are OK at this time, I recommend that we check them again within the next six months. Pads are @ 5mm when pads are done will need to replace rotors.

05/31/2016 Perform Lube, Oil & Filter Exchange on 5/31/2016 or 124100 Miles.

Teannican's : Karl Core.

I consent to receiving text messages regarding vour services will automated technology. to the cell phone number you have on field abknowledge that I do not have to braik be this consent to receive your services. Message and data rates may apply. Respond STOP to any message to cance.

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Labor Total:	≤8.50
Parts Total:	s48. <del>94</del>
Subjet Total:	s0.00
Snop Sup:	s3.30
HazMat:	s2.00

Balance Due:	567.13
Grand Total:	567.13
Tax Total:	\$4.39
Sub Total:	s62.74











DATE SIGNATURE

Case 1:14-cv-04490-JBS-KMW Document 106 Filed 08/09/16 Page 28 of 38 PageID: 2009 ( )



SUBARU 1501 Route 37 West Toms River, NJ 08755 (732) 349-4200 www.lesterglenn.com

INVOICE NUMBER	
	216305
CUSTOMER NUMBER	9995
PETER J WHITEHEA	AD.
11 TOPAZ LN	_
LAKEWOOD, NJ 08701-	-7391
NONE RESIDENCE PHONS	The state of the s
732-965-5168	USINESS PHONE
ADVISOR KATHY OTTMER	475 TAG NO. 862
LABORRATE LICENSE TO	MILEAGE
	37,211
YEAR / MAKE / MODEL  12/SUBARU/IMPREZ	A/5DR WGN 2.01 PREM
VEHICLE ID NO	1 C H 2 4 3 3 1 3
ETENO ETENO	1 C H Z 4 3 3 1 3
I. I E NO.	P. O. 190.
ICE SILV ME	CH243313
COMMENTS	C172-73313
DELIVERY MILES	
21	SELLING DEALER NO. 61420
R. O. DATE	INVOICE DATE
09/06/13	09/06/13
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MO: 37312	PRODUCTION DATE
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JOB# 5 CHARGES			• • • • • • • • • • • • • • • • • • • •
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JOB# 5 COMMENTS	JOURNAL PREFIX SUCS	JOB# 5 TOTAL	0.00
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CUSTOMER SIGNATURE

PAGE 2 OF 2

09:02am

CUSTOMER COPY

[ END OF INVOICE ]



SUBARU 1501 Route 37 West Toms River, NJ 08755 (732) 349-4200 www.lesterglenn.com

R	SUCS216305
BER	199995

J WHITEHEAD NZ LN ND, NJ 08701~7391

965-5168  )TTMER   LIGHNSE NO.	475 862  MILEAGE 37,211  A/5DR WGN 2.01 PRE	ΕM
1 G P A C 6	1 C H 2 4 3 3 1 3	}
	P. O. NO.	
E SILV ME	CH243313	
21	SELLING DEALER NO. 61420	
9/06/13	09/06/13	
1	08/25/12	
): 37312	PHODUCTION DATE	

.IOB# 1 CHARGES			
CUSTOMER STATES PERFORM CHANGE SERVICE LESTER GLENN FREE FOR LI GLENN CUSTOMERS TO ONE F SIX MONTHS OR 7500 MILES	FREE LIFETIME LUBE OIL AND FILE FE OIL CHANGE POLICY ENTITLES IN FEE LUBE OIL AND FILTER CHANGE FOR AS LONG AS THEY OWN THE VEHICLE FOR LUBE OIL AND FILTER CHANGE PICTURE OF THE POLICE POLICE AND FILTER CHANGE PICTURE OF THE POLICE P	TER LESTER EVERY CLE ! ! !	INTERNAL
PARTSQTYFP-NUMBER	DESCRIPTIDN NEW 2.0L PKG GASKET OIL FILTER C OW-20		INTERNAL INTERNAL INTERNAL INTERNAL
2 W/F	WASHER FLUID	TOTAL - PARTS	INTERNAL 0.00
JOB# 1 TOTALS			
JOB# 2 CHARGES	JOB# 1 JOURNAL PREFIX SUCS	JOB# 1 TOTAL	0.00
LABOR			
J# 2 11SUZ ENGINE MINOR MONITOR FOR OIL CONSUMPT CUST REQUESTED TO RETURN INSPECTION	TON IN 1200 MILES FOR OIL LEVEL	an izean ji angan	INTERNAL
JOB# 2 TOTALS			
JOB# 3 CHARGES·····	JOB# 2 JOURNAL PREFIX SUCS	JOB# 2 TOTAL	0.00
J# 3 00SUZBR05 BRAKE SYS-FLUSH BG BRAKE FLUID EXCHANGE			
PARTSQTY FP - NUMBER	DESCRIPTIONBG BRAKE FL	UNIT PRICE- 25.00	25.00
FN 65052		TOTAL - PARTS	25.00
JOB# 3 TOTALS		LABOR PARTS	104.00 25.00
JOB# 4 CHARGES	JOB# 3 JOURNAL PREFIX SUCS	JOB# 3 TOTAL	129.00
LABOR			

SERVICE INVOIÇE

### LESTER GLENN

Auto GROUP

SUBARU 1501 Route 37 West Toms River, NJ 08755 (732) 349-4200 www.lesterglenn.com

Invent Hubbert	12958
(100 minute)	995
193	7.2.2
PETER J WHITEHEAD 11 TOPAZ LN LAKEWOOD, NJ 08701-7	
NONE. 732-965-5168	INESS PHONE
ZINA APPROVATO	236 TAG NO 862
(Alto Residence   Foreign PRO	25,285
VIAHEMAN MODEL  10/CURADII/TMPRF74	/5DR WGN 2.01 PREM
Medical Heats	1 C H 2 4 3 3 1 3
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COLOR ICE SILV MI	сн243313
DELIVERY MINE:	61420
04/27/13	04/27/13
REPRINT NUMBER	08/25/12
мо: 25285	Proceedings of the second of t

COMMENTSWAIT		
TOTALS	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX  TOTAL INVOICE \$	30.35 26.95 0.00 0.00 0.00 0.00 4.01
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17 - 7 C	1 64 NT	CUNSUENTION

[ END OF INVOICE ]

CUSTOMER COPY

08:07am

PAGE 2 OF 2

NONE

PAGE 1 OF 2 08:07am CUSTOMER COPY

[CONTINUED ON NEXT PAGE]

## LESTER GLENN

#### SUBARU

1501 Route 37 West Toms River, NJ 08755 (732) 349-4200 www.lesterglenn.com

	5214741							
199995								
PETER J WHITEHE 11 TOPAZ LN LAKEWOOD, NJ 08701								
NONE RESIDENCE PHONE 732-965-5168	USINESS PHONE							
KATHY OTTMER	475 TAG NO 091							
LABOR RATE LICENSE NO.	31,689							
12/SUBARU/IMPREZA/5DR WGN 2.01 PREM								
F 1 G P A C	5 1 C H 2 4 3 3 1 3							
F.T.E NO.	P. O. NO.							
ICE SILV ME	CH243313							
COMMENTS	and the state of t							
DELIVERY MILES 21	SELLING DEALER NO. 61420							
8R. O. DATE 07/13/13	07/13/13							
REPRINT NUMBER	08/25/12							
MO: 31689	PRODUCTION DATE							

JOB# 3 101ALS				
,		LABOR	70.00	
		PARTS MISC	19.95 -10.00	
		.,,		
	AL PREFIX	SUCS JOB# 3 TOTAL	/9.95	
·				
LABOR J# 4 00SUZ/MPI MPI ::	21.120	INTERNAL		
MULTI POINT INSPECTION	TECH(S):128			
PERFORM MULTI POINT INSPECTION				
PERFORMED MULTI POINT INSPECTION				
JOB# 4 101ALS		• • • • • • • • • • • • • • • • • • • •		
.10R# 4 .10URNA	AL PREFIX	SUCS JOB# 4 TOTAL	0.00	
JOB# 5 CHARGES				
I ABOR				
J# 5 00SUCONERN NO OTHER CONCERN	TECH(S	S):128	INTERNAL	
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JOB# 5 TOTALS				
		SUCS JOB# 5 TOTAL	0.00	
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JOB# 5 JOURNA	AL PREFIX	SUCS JOB# 5 TOTAL		
JOB# 5 JOURNA COMMENTS WAIT TOTALS	AL PREFIX	SUCS JOB# 5 TOTAL		
JOB# 5 JOURNA COMMENTS WAIT TOTALS ************************************	AL PREFIX	SUCS JOB# 5 TOTAL  TOTAL LABOR		
JOB# 5 JOURNA  COMMENTS WAIT  TOTALS  ***********************************	AL PREFIX	TOTAL LABOR TOTAL PARTS TOTAL SUBLET	129.95 19.95 0.00	
COMMENTS WAIT  TOTALS  **************IMPORTANT***********************************	AL PREFIX  ********  **OR *  ETELY *  CE *	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G	129.95 19.95 0.00 0.00	
JOB# 5 JOURNA  COMMENTS WAIT  TOTALS  ***********************************	**************************************	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC	129.95 19.95 0.00 0.00 0.00 -10.00	
COMMENTS WAIT  TOTALS  ***********************************	**************************************	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG.	129.95 19.95 0.00 0.00 0.00 -10.00 10.49	
COMMENTS WAIT  TOTALS  **************IMPORTANT***********************************	**************************************	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC	129.95 19.95 0.00 0.00 0.00 -10.00 10.49	
COMMENTS WAIT  TOTALS  ***********************************	**************************************	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX	129.95 19.95 0.00 0.00 0.00 -10.00 10.49	
COMMENTS WAIT  TOTALS  ***********************************	**************************************	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX	129.95 19.95 0.00 0.00 0.00 -10.00 10.49	
COMMENTS WAIT  TOTALS  ***********************************	**************************************	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX	129.95 19.95 0.00 0.00 0.00 -10.00 10.49	

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[ END OF INVOICE ]



#### SUBARU

1501 Route 37 West Toms River, NJ 08755 (732) 349 4200 www.lesterglenn.com

	SUCS214741							
	199995							
	PLIER J WHITEHEAD IL FORAZ IN LAKEWOOD, NJ 08701-7391							
	NONI 27 - 965 - 5168  KATHY OTTMER 475 091  1 - 100 (1981) 1 - 100							
	12/SUBARU/IMPREZA/5DR WGN 2.01 PREM 11 1 G P A C 6 1 C H 2 4 3 3 1 3							
	1CL 511V MI CH243313							
2	71 6.1420							
Ä	0//13/13 07/13/13 08/25/12							
	MO: 31689							

at the same and th				
JOB# 1 CHARGES				
LABOR  J# 1 00SUZZFREELOF FREELOF  CUSTOMER STATES PERLORM 11  CHANGE SERVICE  LESTER GLENN FREE FOR LITT  GLENN CUSTOMERS TO ONE FRE  SEX MONTHS OR 7500 MILLS.  TECHNICIAN PERFORMED LELE  LESTER GLENN FREE-FOR LITT  LESTER GLENN FREE-FOR LITT	TOTE CHANGE POL   TORE OFF AND     A'ELONG A'S THEY   TORE OFF AND FE	TECH(S):128 LOTE AND FIELD  ICY ENTITLES TE FILTER CHANGE F OWN THE VEHICL	STER EVERY E!!!	INTERNAL
PARTSQ1Y IP NUMBER	DESCRIPTIONS NEW 2.0E PKG GASKET OTE TITTER C OW 70 WASTER LEUTO		TOTAL - PARTS	INTERNAL INTERNAL INTERNAL INTERNAL INTERNAL 0.00
JOB# 1 TOTALS				
JOR# 2 CHARGES		PREFIX SUCS	JDB# 1 TOTAL	0.00
1 ABOR  J# 2 465UZ05 ROTATE AND BALANCE  CUSTOMER REQUESTS TIRES RE \$59.95	E DIATED AND BAEAN	TECH(S):128 CED	* t	59.95
JOB# 2 101ALS			LABOR	59.95
JOB# 3 CHARGES	JOB# 2 JOURNAL	PREFIX SUCS	JOB# 2 TOTAL	59.95
LABORJ# 3 00SUZFU03 CLEAN FUEL INJ SUBARU LUEL INJ. CLEANING \$79.95		II CH(S):128		70.00
PARTSQTYFP-NUMBER1 S0A868V9340	ENCLINE MATNE DESCRIPTION		UNIT PRICE- 19.95 TOTAL - PARTS	19.95 19.95
MISCCODEDESCRIPTION SUBTOLD 10% LABOR DISCOU	NI	- CONTI	TOTAL - MISC	-10.00 -10.00

#### v-v "@ase"1.14-cv-04490-JBS-KWW" Document 1060 Filed 08/09/16 Page 34 of 38 PageID: 2015

BRICK NJ 08723 732-477-1610

2012 Subaru Impreza

Odometer In: 57394

License: 51NRHRT

VIN: JF1GPAC61CH243313

Sale

Sale

\$3.99

\$8.99

\$100.90

Extended

\$100.90

Extended

\$3.99

\$58.44

Quantity

Quantity

1.00

6.50

1.00

4/26/14

VISA

Terminal iD: 00818324

ACCT #: \*\*\*\*\*\*\*\*\*\*3070

CREDIT SALE

UID: 411668185590 REF #: 2961

BATCH #: 735

AUTH #: 083646 cing

0002

9:36 AM

AMOUNT

**\$334**.63

' Rear Brake Pads/Shoes

1.00 Parts: \$100.90

**Sublet:**\$0.00

THANK YOU!

APPROVED

CUSTOMER COPY

0.36 Parts: \$0.00 **Sublet:**\$0.00

ILDE UN MINU INCO

replace 5qts std grade oil/filter,lube chassis check all fluids

Part Number of

Labor: \$8.50

Mobil 1 Synth

Description OIL FILTER

0W20

**Hrs:** 0.10

Parts: \$62.43

18 . Ba

Sublet:\$0.00

Technician(s): stacie andree, tech

I consent to receiving text messages regarding your services, via automated technology, to the cell phone number you have on file. I acknowledge that I do not have to provide this consent to receive your services. Message and data rates may apply. Respond STOP to any message to cancel.

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.



Labor Total: \$130.50 \$163.33 Parts Total: \$0.00 Sublet Total: \$16.90 Shop Sup.: HazMat: \$2.00

\$312.73 Sub Total: Tax Total: \$21.90 Grand Total: \$334.63 **Balance Due:** \$334.63



SIGNATURE......Date......Date......















620 Mantoloking Road, Brick, NJ 08723 Text: RICHSAUTO 411247, For Specials Phone: 732-477-1610 Fax: 732-477-6354 09/13/2014 Invoice # 31416

Beth Whitehead

Lakewood NJ, 08701

2012 Subaru Impreza

11 Topez Lane

Odometer In: 71128 License: 51NRHRT

VIN: JF1GPAC61CH243313

Sale

\$3.99

INVOICE

lube oil and filter

replace 5qts std grade oil/filter,lube

chassis check all fluids

Labor: \$8.50

Part Number Description of OIL FILTER Synthetic

0W20

Hrs: 0.10 Parts: \$48.94

**Subjet:**\$0.00

5.00 \$8.99 \$44,95

Quantity

Quantity

4.00

1.00

**Tires** 

Mount, and balance all four tires

Part Number 205/55R16 Description

Cooper CS5 Ultra Touring

Sale Extended \$456.00 \$114.00

Extended

\$3.99

Labor: \$48.00

**Hrs:** 0.53

Parts: \$456.00

**Sublet:**\$0.00

NJ State tire tax

Labor: \$0.00

Hrs: 0.00

Parts: \$0.00

**Sublet:**\$6.00

Symptom: Engines Crank OK but either is hard to start or will not start

Diagnose No Start/Hard Start

Part Number 35PS

Description

BATTERY / Std Automotive Battery

Quantity 1.00

Sale \$110.62

Extended \$110.62

Labor: \$27.00

Hrs: 0.30 Parts: \$110.62

Sublet: \$0.00

Technician(s): stacie andree, tech I consent to receiving text messages regarding your services, via automated technology, to the cell phone number you have on file. I acknowledge that I do not have to provide this consent to receive your services. Message and data rates may apply. Respond STOP to any message to cancel. I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

\$83.50 Labor Total: \$615.56 Parts Total: Sublet Total: \$6.00 \$39.73 Shop Sup: HazMat: \$2.00

Sub Total: \$746.79 Tax Total: \$52.28 Grand Total: \$799.07 **Balance Due:** \$799.07



You You







620 Mantoloking Road, Brick, NJ 08723 Text: RICHSAUTO 411247, For Specials

Phone: 732-477-1610 Fax: 732-477-6354

09/13/2014 Invoice # 31416

**Beth Whitehead** 

11 Topez Lane Lakewood NJ, 08701 2012 Subaru Impreza

Odometer In: 71128

License: 51NRHRT

VIN: JF1GPAC61CH243313

Sale

\$3.99

\$8.99

Sale

\$114.00

Extended

\$3,99

\$44.95

Extended

\$456.00

Quantity

1.00

5.00

Quantity

Quantity

1.00

4.00

INVOICE

lube oil and filter

replace 5qts std grade oil/filter,lube

chassis check all fluids

Part Number of

Synthetic

Description OIL FILTER

0W20

Hrs: 0.10 Parts: \$48.94 **Sublet:**\$0.00 Labor: \$8.50

**Tires** 

Mount, and balance all four tires

Part Number 205/55R16 Description

Cooper CS5 Ultra Touring **Hrs:** 0.53

**Sublet:**\$0.00

Labor: \$48.00

NJ State tire tax

Labor: \$0.00

Hrs: 0.00

Parts: \$0.00

Parts: \$456.00

Sublet: \$6.00

Symptom: Engines €rank OK but either is hard to start or will not start

Diagnose No Start/Hard Start

Part Number

35PS

Description

BATTERY / Std Automotive Battery

\$110.62

Extended Sale \$110.62

Labor: \$27.00

Hrs: 0.30 Parts: \$110.62

**Sublet:**\$0.00

Technician(s): stacie andree, tech

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Labor Total: Parts Total: Sublet Total:

\$615.56 \$6.00 \$39.73

\$83.50

Shop Sup: HazMat:

\$2.00

Sub Total: Tax Total:

\$746.79 \$52.28 \$799.07

\$799.07

Grand Total: **Balance Due:** 



Data

620 Mantoloking Road, Brick, NJ 08723 Text: RICHSAUTO 411247, For Specials Phone: 732-477-1610 Fax: 732-477-6354

03/20/2015 Invoice # 32988

Beth Whitehead

11 Topez Lane Lakewood NJ, 08701 2012 Subaru Impreza

Odometer In: 85805

License: 51NRHRT

VIN: JF1GPAC61CH243313

INVOICE

lube oil and filter

replace 5qts std grade oil/filter,lube

chassis check all fluids

Part Number of SYNTH

Description OIL FILTER

0W20

Sale \$3.99 \$8.99

Sale

\$29.84

\$29.84

Extended \$3.99 \$44.95

Extended

\$29.84

\$29.84

Labor: \$8.50

**Hrs:** 0.10

Parts: \$48.94

Sublet: \$0.00

Quantity

1.00

5.00

Quantity

1.00

1.00

**Tire Rotation** 

Rotated Tires

Part Number 8-9924

Description

8-9916

BLADE ACD / Wiper Blade BLADE ACD / Wiper Blade

Labor: \$20.00

Hrs: 0.22

Parts: \$59.68

**Sublet:**\$0.00

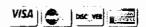
Technician(s): Kahl, Cory

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Labor Total: \$28.50 Parts Total: \$108.62 Subjet Total: \$0.00 \$7.88 Shop Sup: HazMat: \$2,00

Sub Total: \$147.00 Tax Total: \$10.30 Grand Total: \$157.30 **Balance Due:** \$157.30



SIGNATURE...... Date....... Date......









AT 8:36 M

Clerk, United States Bistrict Coot.

Clerk, United States Bistrict Coot.

Mitchell H. Cohen Boilding & O.S. Coother

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